

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-03 15-49-08

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
16	15	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

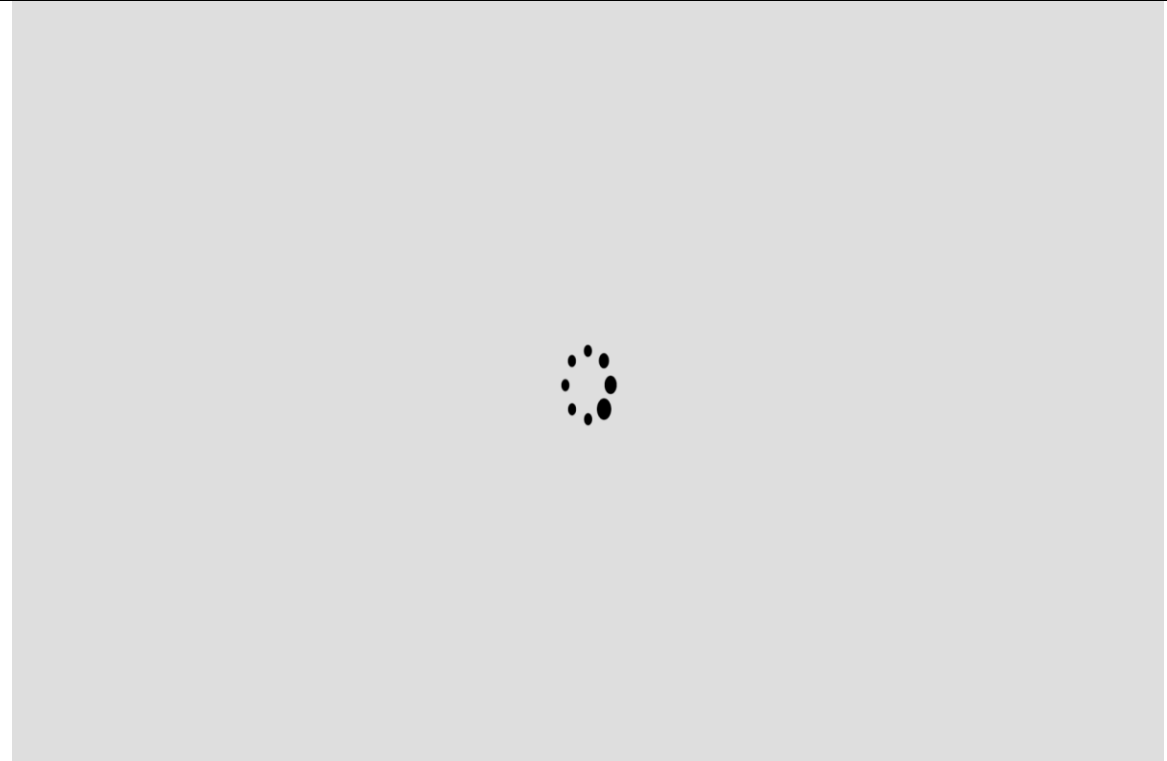


ORACLE
SERVICE CLOUD

Username
sysagent

Password

[Login Help](#) [Login](#)

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



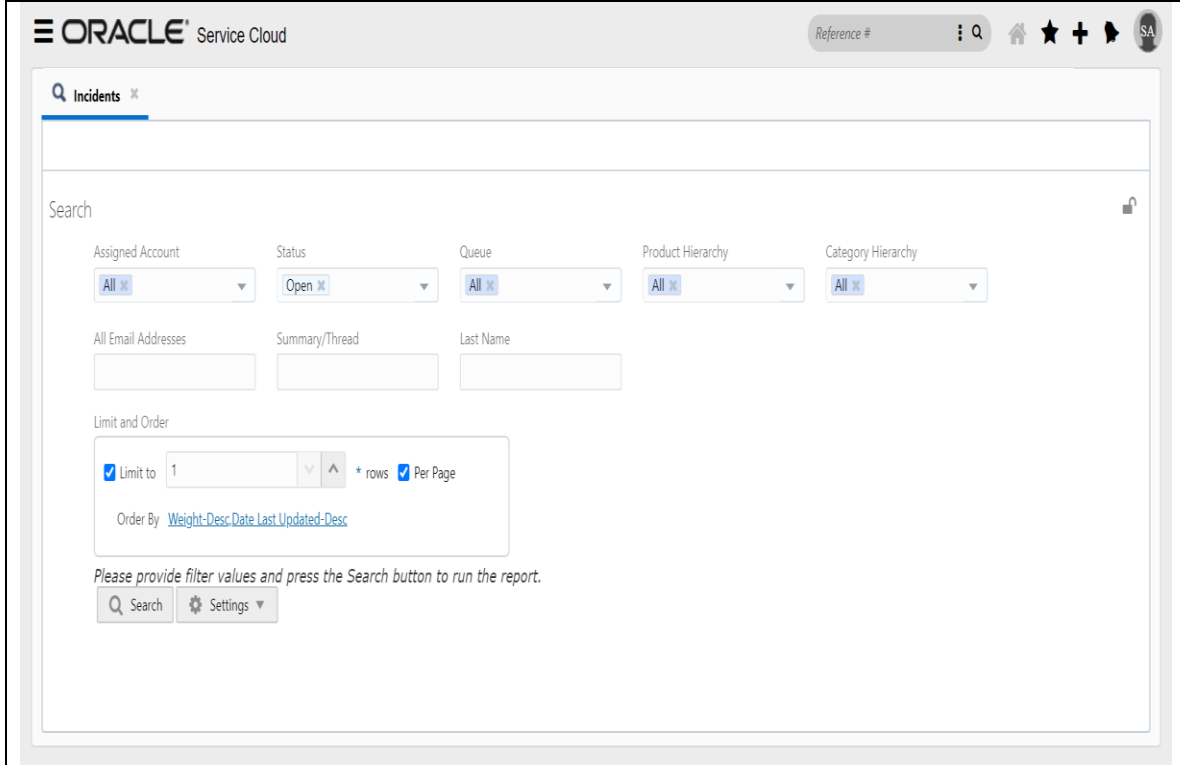
Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



The screenshot displays the Oracle Service Cloud interface for searching incidents. The top navigation bar includes the Oracle logo, 'Service Cloud' text, a 'Reference #' field, and a search icon. Below this, the 'Incidents' section is active. The search area features several filters: 'Assigned Account' (set to 'All'), 'Status' (set to 'Open'), 'Queue' (set to 'All'), 'Product Hierarchy' (set to 'All'), and 'Category Hierarchy' (set to 'All'). There are also input fields for 'All Email Addresses', 'Summary/Thread', and 'Last Name'. The 'Limit and Order' section shows 'Limit to 1' and 'Per Page' checked. The 'Order By' dropdown is set to 'Weight-Desc Date Last Updated-Desc'. A message at the bottom states: 'Please provide filter values and press the Search button to run the report.' The 'Search' button is visible at the bottom left of the filter section.

ORACLE Service Cloud

Reference #

Incidents

Search

Assigned Account: All

Status: Open

Queue: All

Product Hierarchy: All

Category Hierarchy: All

All Email Addresses

Summary/Thread

Last Name

Limit and Order

Limit to 1

* rows Per Page

Order By: Weight-Desc Date Last Updated-Desc

Please provide filter values and press the Search button to run the report.

Search

Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud 'Incidents' search page. At the top, the Oracle logo and 'Service Cloud' text are visible on the left, and a 'Reference #' field with a search icon, a home icon, a star icon, a plus icon, and a user profile icon labeled 'SA' are on the right. Below this is a header bar with a magnifying glass icon and the text 'Incidents'. The main search area is titled 'Search' and contains several filter sections. The 'Assigned Account' section has a dropdown menu with 'All' selected. The 'Status' section has a dropdown menu with 'Open' selected. The 'Queue' section has a dropdown menu with 'All' selected. The 'Product Hierarchy' section has a dropdown menu with 'All' selected. The 'Category Hierarchy' section has a dropdown menu with 'All' selected. Below these are three text input fields for 'All Email Addresses', 'Summary/Thread', and 'Last Name'. The 'Limit and Order' section includes a checkbox for 'Limit to' (checked), a text input field with '1', a dropdown arrow, an up arrow, and the text '* rows'. There is also a checkbox for 'Per Page' (checked). The 'Order By' section has a link that says 'Weight-Desc Date Last Updated-Desc'. At the bottom of the search area, there is a message: 'Please provide filter values and press the Search button to run the report.' Below this message are two buttons: 'Search' and 'Settings'.

ORACLE Service Cloud

Reference #

Incidents

Search

Assigned Account: All

Status: Open

Queue: All

Product Hierarchy: All

Category Hierarchy: All

All Email Addresses

Summary/Thread

Last Name

Limit and Order

Limit to: 1 * rows Per Page

Order By: [Weight-Desc Date Last Updated-Desc](#)

Please provide filter values and press the Search button to run the report.

Search Settings

